

MMAS, Heap Memory Load Limit Exceeded

OPERATING INSTRUCTIONS

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MMAS, Heap Memory Load Limit Exceeded



1 Alarm Description

The alarm is raised by the Multimedia Application Server (MMAS) when memory use exceeds the configured threshold value because of a heap overload on a specific Java Virtual Machine (JVM).

This monitoring alarm is active by default. The management of alarm thresholds and activation is configured in the Information Model Management (IMM). For information on the configuration parameters related to the heap memory monitoring activity, refer to the class *MmasMemoryMonitoring*.

Table 1 MMAS, Heap Memory Load Limit Exceeded Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
MMAS configuration parameters need tuning because of permanently changed traffic mix or load	Heap memory load exceeds the configured upperThresholdValue threshold value	Heap memory load exceeds the configured capacity	Heap memory	The system is not able to handle traffic at its engineered capacity
MMAS node is underdimensioned				

2 Procedure

2.1 Handle Alarm MMAS, Heap Memory Load Limit Exceeded

Prerequisites

- This instruction references the following document:
 - *Data Collection Guideline*
- No tools are required.



- The following conditions must apply:
 - The alarm is raised.
 - An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

Steps

1. Navigate to the *MmasMemoryMonitoring* managed object, for example:

```
>dn ManagedElement=NODE06ST,Mmas=1,MMasMonitoring=1,MmasMemoryMonitoring=1
```

2. Display the configuration for the heap memory monitoring activity:

```
(MmasMemoryMonitoring=1) > show
```

The following is an example output:

```
MmasMemoryMonitoring=1
  activationAlgorithm="MEAN"
  deactivationAlgorithm="CONSECUTIVE"
  enable=true
  lowerThresholdValue=83
  maxSamplingRate=2
  measuringPeriod=10
  upperThresholdValue=85
```

3. Modify the default heap memory threshold configuration, if needed.

Note: If the alarm is raised frequently, continue with step Step 5.

4. Is the alarm cleared?

Yes: Proceed with step Step 7.

No: Continue with the next step.

5. Perform data collection, refer to *Data Collection Guideline*.
6. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
7. Job is completed.